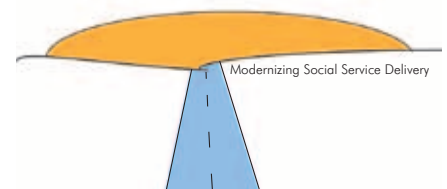


CAPP Fast Facts

CUSTOMER AND PROVIDER PORTAL

New Horizons



The vision of CAPP:

- Enhance our customers service access

Primary Benefits of CAPP

Focus on Customer

- Establish an effective and comprehensive interface with our customers and providers

Maximize Workforce Efficiency

- Realize process efficiencies

Align with Strategic Direction

- Increase collaboration of state agencies and stakeholders
- Positions the agencies toward their strategic directions



*Tallgrass Prairie, by Harland Schuster;
Viewscope & Window images, iStock.com*

The Way It Is Now

The agency does not benefit a great deal from customers applying for EES services through our current online application for cash, food and child care assistance. SRS staff must print out the applications received electronically and then re-key all of the data into the legacy systems following the same manual process as with a paper application. Even though the customer applied online, the agency still stores their application in paper format at the offices where they are worked.

Further, there is no online history of the electronic application. We can't tell how long it takes to complete or move through the process or how many people are currently using the existing online application.

Current EES Benefit

Applications Received:

13,000 per month (average)

The Way It Will Be

The online customer application experience will be improved with online help and password reset functions. The timeliness of processing applications will be increased. The new online application will provide for tracking of application submissions and various processing metrics such as number of applications started but not submitted and length of time it takes a customer to complete the application. Staff time required to handle paper and enter data will decrease. These functions will be automated through the new online application. In turn, this increases staff time to focus on helping customers meet their goals.

An interface will be created to automatically register applications in KAECSES-AE and KsCares. Due to the complexities of the registration process, not all – but a percentage – of registrations will be automated.

Processes and rules will be streamlined and simplified when possible to increase the number of automated registrations.

Most significantly, it provides customers the opportunity to increase their self-sufficiency and provides customer choice in the application process.

Benefits

- Supports the two tenets of the agency's strategic plan: customer centeredness and workforce efficiencies
- Supports staff success with handling large case loads by utilizing available technologies
- Moves us toward our goal to use a self service and assisted self service model for customer choice
- Integrates a customer-centered approach to our service delivery model

Please send questions or comments to newhorizons@srs.ks.gov

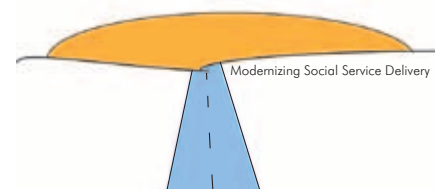


Coming September 2011

CAPP Fast Facts

CUSTOMER AND PROVIDER PORTAL

New Horizons



The vision of CAPP:

- Improve quality of early care and education

There is also no central repository of child care workforce information that can be used by policy makers in the development or planning of policy.

The Way It Is Now

If a child care provider wants to get licensed, they do this by applying through health departments. Currently, KDHE does not offer an opportunity to submit applications online. Similarly, if a child care provider wants to enroll with SRS, they have to go through a different application process with our agency. This also cannot be done online. Getting both of these accomplished requires filling out multiple forms and submitting applications to two different agencies. It is a time and paper intensive process for providers.

There is no central tracking of provider and child care staff qualifications, education, training, or compliance history that parents can use in making child care decisions.

KDHE and SRS have many providers in common.

- 63% SRS enrolled providers are also licensed with KDHE
- 56% licensed providers are also enrolled as an SRS provider

The Way It Will Be

Through CAPP, child care providers will be able to apply for licensing and enrollment with SRS through a single online application. This simplifies the paper intensive process.

The provider management component of CAPP allows us to differentiate providers based on professional development, credentials and qualifications. Parents will then be able to view and utilize this information. In turn, it encourages providers to move along the professional development spectrum. Additionally, provider compliance history will be available on this website through an interface with the KDHE CLARIS system. This will significantly increase the ability for Kansas families to research their child care options and make more informed child care decisions.

Having one online application will:

- help SRS increase the number of relative and in-home providers becoming licensed – currently they account for 37% of SRS providers
- encourage more licensed providers to enroll as an SRS provider

How Will This Benefit Staff?

The SRS provider referral process will be more efficient. Providers will be able to go directly to the website to submit an application. This reduces the number of provider packets being sent through the mail as well as the cost of postage and paper materials being used. This will also create a more efficient and structured workflow process.

How Will This Benefit Our Partnership With KDHE?

KDHE and SRS work with many of the same providers – but the overlap could be much greater.

The convenience of one stop gives a platform to communicate more broadly to our providers.

Comprehensive data will help Kansas policy makers in planning and policy development.

How Will This Benefit Customers?

Parents will be able to differentiate between individual providers based on comprehensive information like qualifications and compliance history.

A streamlined process will increase the pool of child care providers that are licensed and also enrolled with SRS and vice versa.

Current Applications Received:

SRS Provider Enrollment 2,800 yearly
KDHE License Requests 8,000 yearly

Please send questions or comments to newhorizons@srs.ks.gov

Coming September 2011